

CSHCS Alert #3-2013: Appeals process for CSHCS only clients  
Wed 2/20/2013

From Karla McCandless:

It has come to our attention that a problem has developed regarding clients being rejected for their request for appeal because they don't have Medicaid. After looking into this we discovered what is causing this problem.

It used to be that all appeals, Medicaid and CSHCS-only were sent to the same office. It didn't matter which form was used, meaning Administrative Hearing (Medicaid) or Department Review (CSHCS only) because that office would sort it out there. Since that time the single office has been separated into two offices that are not even physically located in the same building anymore.

Now when a client completes a request for an Administrative Hearing but only has CSHCS, the request is denied due to not having Medicaid. Either form can be used if the client has both CSHCS and Medicaid. But when dealing with CSHCS-only, clients must now use the request for a Departmental Hearing form only.

The proper form to give the families with CSHCS-only is attached. You are able to order these forms through your usual process. Please be sure to give only these forms when you are working with a family who is requesting.

In addition, if you already know of families who received the denial to a hearing due to not having Medicaid, please assist the family in sending/faxing copies of what they have to me and we will work on getting a hearing reinstated through the correct office even though the 30 day deadline since the denial has passed.

Please let me know if you have any questions or concerns at [mccandlessk@michigan.gov](mailto:mccandlessk@michigan.gov)  
You will get a faster response when you e-mail me instead of calling me. Thanks.

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